GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4912
ANSWERED ON:24.04.2003
MISBEHAVE WITH TRAVELLERS BY RAILWAY OFFICERS
ASHOK KUMAR PATEL

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government propose to take strict action against the railway officers misbehaving with the travellers and neglecting the services to be provided to them with regard to raising of objections by the travellers for serving bad quality of food and not providing them with complaint book during their journey in the Express and Shatabdi Express trains; and

(b) if so, the details thereof ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) & (b): Departmental action is taken against officers on whom complaints are substantiated.